

QUARTERLY PERFORMANCE FIGURES

ALL-ISLAND SUMMARY - QUARTER 2 2023-24

** N/A= NO DATA AVAILABLE	Braddan Parish Commissioners		Castletown Commissioners		Cooil Roi		Douglas Borough Council		The Department of Infrastructure		Southern Sheltered Housing		Onchan District Commissioners		Peel Town Commissioners		Peel and Western		Port Erin Commissioners		Port St Mary Commissioners		Ramsey Town Commissioners		Ramsey and Northen			
INDICATOR																												
Anticipated rental income collected (Target >95%)	101.5%	✓	102.1%	✓	99.2%	✓	103.9%	✓	107.7%	✓	95.2%	✓	100.2%	✓	102.6%	✓	98.7%	✓	95.7%	✓	94.0%	!	101.6%	✓	100.6%	✓		
Overdue rental payments "arrears" (Target <2%)	0.0%	✓	4.5%	!	0.0%	✓	1.6%	✓	3.7%	!	2.6%	!	4.6%	!	3.8%	!	0.5%	✓	5.5%	✗	5.1%	✗	1.9%	✓	0.2%	✓		
Rental loss from empty properties (Target <2%)	1.0%	✓	20.9%	✗	1.3%	✓	1.2%	✓	1.6%	✓	2.2%	!	0.6%	✓	0.7%	✓	0.1%	✓	3.2%	✗	0.8%	✓	0.7%	✓	0.1%	✓		
Proportion of vacant stock (Target <2%)	1.7%	✓	19.6%	✗	0.0%	✓	1.6%	✓	1.8%	✓	1.7%	✓	0.8%	✓	1.4%	✓	7.2%	✗	5.1%	✗	0.8%	✓	0.7%	✓	22.2%	✗		
Proportion of emergency repairs completed within target time of 24 hours	81.3%	✗	100.0%	✓	100.0%	✓	97.6%	!	97.2%	!	100.0%	✓	100.0%	✓	100.0%	✓	100.0%	✓	100.0%	✓	100.0%	✓	98.0%	!	N/A			
Proportion of urgent repairs completed within target time of 7 working days	86.7%	✗	6.7%	✗	100.0%	✓	67.8%	✗	80.1%	✗	71.4%	✗	100.0%	✓	96.8%	✓	66.7%	✗	100.0%	✓	100.0%	✓	96.6%	✓	N/A			
Proportion of routine repairs completed within target time within 28 days	69.6%	✗	57.9%	✗	100.0%	✓	64.2%	✗	85.1%	!	94.1%	!	96.8%	✓	70.2%	✗	96.2%	✓	88.9%	!	100.0%	✓	79.1%	✗	100.0%	✓		
Proportion of immediate voids completed within 7 days (Target >95%)	N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A		N/A			
Proportion of standard voids completed within 5 weeks (Target >90%)	0.0%	✗	0.0%	✗	N/A		25.0%	✗	0.0%	✗	45.5%	✗	100.0%	✓	100.0%	✓	100.0%	✓	N/A		66.7%	✗	75.0%	✗	100.0%	✓		
Proportion of major voids completed within 12 weeks (Target >90%)	0.0%	✗	N/A		100.0%	✓	33.3%	✗	0.0%	✗	N/A		100.0%	✓	100.0%	✓	N/A		N/A		N/A		0.0%	✗	N/A			
Proportion of anticipated maintenance spend in quarter (Trend data only)	69.27%		16.48%		107.10%		82.50%		68.79%		95.86%		74.13%		16.75%		74.69%		74.43%		68.89%		112.14%		76.64%			
Total number of new housing allocations transferees and off waiting list	1				1		19		16		8		2		3		1				2		3		1			
Average time for relet from maintenance sign-off (Trend data only)	10		0		1		24		3		5		0				7		0		5		7		14			
Total on housing waiting list (Trend data only) - General Needs	18		43				223		135				81		92				31		23		75					
Total on housing waiting list (Trend data only) -Sheltered					14		13				39		29				49								50			